

**Wireless Enhanced 9-1-1 Advisory Board Meeting
December 2, 2008**

Minutes of the Meeting

Board Members Present:

Chairman Richard Mourdock, Treasurer of State
Jerry Branock, ATT Mobility, Wireless Carrier Representative
Mike Schulte, Centennial Wireless, Wireless Carrier Representative
Cory Kihlstrom, Designee for Larry Jones, Verizon Wireless, Wireless Carrier Representative
Harold Williams, PSAP Representative, Jasper County Sheriff Dept
Lori Forrer, PSAP Representative, Cass County Communications
Brad Meixell, PSAP Representative, Clark County E9-1-1

Others Present:

Kenneth D. Lowden, ENP, Executive Director, Indiana Wireless Board
Jim Holden, Treasurer of State, Chief Deputy Treasurer
Clayton Miller, Attorney at Law, Baker and Daniels LLP
Mark Grady, INdigital
Matt Hibiske, INdigital
Roger Fisher, INdigital
Jon Whirlledge, INdigital
Brian Rumsey, INdigital
Laura Valentine, London Witte
Rod Humphrey, London Witte
Evelyn Bailey, L. R. Kimball
Ken Selvig, L. R. Kimball
Larry Brinker, Hendricks County Communications
Pam Taber, Indiana Utility Regulatory Commission
Brian Mahern, Indiana Utility Regulatory Commission
Sandy Ford, Cass County Communications
Gene Isaacs, Sheriff Cass County
Vicki Pool, Indiana State Treasurer's Office
Robert Bryant, WTH Engineering
Barry Ritter, Wayne County Communications
Amy Shake, Wayne County Communications
Greg Neibarger, Bingham McHale, LLP

- I. Chairman Mourdock called the meeting to order at 9:05 AM. Chairman Mourdock recognized that a quorum was present and the meeting notice was posted in accordance with Indiana's open door law as a public meeting. All Board members or designee were present except Lori Forrer.
 - i. Chairman Mourdock then introduced Cory Kihlstrom as a designee for Larry Jones. The proper letter is on file from Larry Jones naming Cory Kihlstrom as his designee.

- II. Chairman Mourdock then asked for approval of the July 22, 2008 meeting minutes and advised a copy of the minutes had been distributed in advance and a copy was also in the meeting packets. Chairman Mourdock also noted for the record that Board Member Lori Forrer arrived.
- i. A motion by Jerry Branock to approve the July 22, 2008 minutes as presented was seconded by Brad Meixell.
 - ii. Motion Passed 7-0
- III. Chairman Mourdock then asked Vicki Pool to present the latest financial report as of October 31, 2008. She reported copy of the report was in the Board packets. No additional comments were received concerning the report.
- IV. Chairman Mourdock asked Rod Humphrey from London Witte to report on the latest bi-annual audit completed by London Witte and filed with the Indiana State Board of Accounts. Mr. Humphrey reported the high-lights from the audit. He indicated it was a clean audit without any issues. They found support for all items. He then asked the board to look at page 2. He reported the Board has about 5.8 million in cash, up from 5.1 million in July of 2007. Revenue comes from 2 sources, one is from National City bank and the other is from Wireless Subscribers for distribution to the counties. The account payable costs were travel costs for Executive Director Lowden, administration cost, legal fees and technology costs. Revenues were similar for 2007 and 2008 with an increase of about 77,000 new wireless subscribers in 2008 over 2007. The accounts payable also showed the special onetime payout in 2007 of 8.1 million in early 2007. The Board accepted Mr. Humphrey's report with no further questions.
- V. Chairman Mourdock then introduced Evelyn Bailey, from L. Robert Kimball to present the final draft of the State Wireless 9-1-1 plan. Ms. Bailey explained her background in 9-1-1. She is the former state of Vermont 9-1-1 program manager and the former President of NASNA (National Association of State 9-1-1 Administrators) Evelyn was also a member of the team that wrote a model state 9-1-1 plan for NASNA and the USDOT ICO (Implementation and Coordination Office). This model state 9-1-1 plan was accepted by both NASNA and the USDOT ICO (Implementation and Coordination Office). She then thanked the members of the working task force for all the hard work and weekly conference calls to complete the draft plan in time for the Board Meeting.
- a. Ms. Bailey than advised the board that near the end of the development process, the draft document was shared with Embarq, ATT, and Verizon both directly and thru the ITA (Indiana Telephone Association) along with Indiana NENA and APCO.
 - b. She then reported that the document is intended to be a living document concerning wireless 9-1-1 in the future as regulations and technology changes in the future. While it was put together as a required document to secure federal grant funding, the intent is to make a statewide plan that will provide a more systematic method of coordination to the future, Next Generation 9-1-1.
 - c. The heart and soul of the document is the goals and objectives. The high level summary can be found in the front. Ms. Bailey advised that she believes the goals are reasonable and achievable. The task force held weekly meetings or conference calls to work through each section of the plan.

- d. Goal 1 of the plan is to provide functionally comparable level of E9-1-1 service statewide. This will be accomplished with a stakeholder working group to make recommendations to the IWAB on a variety of technical, operational and policy matters to advance wireless E9-1-1 in Indiana. Ms. Bailey also reported that one of the additional deliverables required by NASNA was a report on Data Elements to measure the Technological Progress of 9-1-1. This report was included as appendix A.
- e. Ms. Bailey went on to report that Goal 2 is to provide all cellular and wireless technology users with equal access to the IN911 network. This will require identifying requirements for SMS protocol interfaces, TDD messaging, text messaging, instant messaging along with working with the hearing impaired.
- f. The final goal Ms. Bailey reported was to achieve seamless transfer of wireless E9-1-1 voice and data across state lines. This will require memoranda of agreements with contiguous county and state governments from Ohio, Kentucky, Michigan and Illinois.
- g. Ms. Bailey went on to report that the document is intended to be used on an ongoing basis and will require changes and should be updated at least 1 time per year.
- h. Finally she reported that in item 6 the task force identified the need to additional resources. The resources could be from contracted services or by adding employees to the payroll. The report identified the need for a full time CPA to help manage and audit the federal grant program. It also recommends the addition of 2 field people to work with and interact with the PSAPs on a full time basis. It is impossible for the Executive Director to set and manage any future planning or goals and also interact with the PSAPs and manage a grant program. It is important to have staff in the field to work with the PSAPS.
- i. Board member designee Cory Kihlstrom asked 2 questions.
 - a. How often should the plan be revised? Annually?
Answer: Ms. Bailey The plan should be revised at least 1 time per year and more often if needed.
 - b. Is there a place in the plan to add additional goals?
Answer: The plan is set up for the stakeholders to work with the Executive Director for any future goals or objectives and then bring before the board for approval.
- j. Chairman Mourdock then asked:
 - c. Have you worked on a way to maintain an informal group and add members as needed or requested?
Answer: Yes
- k. Chairman Mourdock then reported that he had seen many emails about the work on the plan and the many suggested changes by the committee. A meeting was also in progress the night before the board meeting in his office after 5 PM. He felt that everyone had done an excellent job in providing comments and feedback concerning the plan.
- l. Chairman Mourdock then asked for a motion to approve the plan.
 - i. A motion was made by Lori Forrer to approve the State 9-1-1 plan as presented and was seconded by Brad Meixell.
 - ii. Motion Passed 7-0
- m. Executive Director Lowden then reported that today was the last day for comments to be filed in regards to the NPRM (National Proposed Rule Making) Indiana is eligible for

around \$783,000 in grant money from the ICO office. It will now take up to 90 days for the final rules to be published. After the publication of the rules it will require that the plan be updated to comply with the final administrative action of the ICO. We will then have a short time period of only 60 days to file the grant request.

VI. Chairman Mourdock then asked Mr. Clayton Miller Esq. to report on the 2 cases pending before the IURC. **(NOTE: Pam Taber and Brian Mahern from the IURC immediately left the room and the Board meeting prior to the start of this report by Mr. Miller and did not return to the meeting. Ms. Taber and Mr. Mahern were not present during any part of the report to the IWAB on regulatory matters.)** Mr. Miller then stated that he really had 3 cases to report on. The 3rd case was the INdigital complaint against Verizon to which the IWAB was also a party. At the last Board meeting only a couple of unresolved issues remained. The case has now been settled. While we do not expect any appeals or further filing by the Board, the other parties may file for reconsideration of part of the IURC order.

- a. Mr. Miller also reported that INdigital, the IWAB and some PSAPS had filed case number 43499 with the IURC a couple of months ago. ATT filed their case early in October. There is one intervening party and that is Intrado. They have filed their testimony and ATT has not responded. Yesterday was the original deadline for all parties to have filed their rebuttal testimony, however, one party requested an extension to the filing and it was not the IWAB. If the request is granted then we expect to file all final responses by next Friday December 12th. The complaint was scheduled to go to a hearing on December 11th and 12th but this will now be rescheduled, extending the date of the hearing.
- b. IURC Cause 43524. Mr. Miller reported this was a complaint filed by the Indiana Wireless 9-1-1 Advisory Board against TracFone. He also reported that a motion had been filed by TracFone to dismiss the action. The IWAB responded to the TracFone motion to dismiss and TracFone has now responded to the IWAB comments. The matter is now pending before the IURC and we are waiting for a ruling by the IURC. If the TracFone motion is granted we will visit the next steps to be taken. If the TracFone motion is denied then a second pre trail hearing is scheduled for later in December.
- c. Mr. Miller also reported that it had been brought to his attention that Board members had received correspondence from the President and CEO of TracFone, Mr. F. J. Pollak. Mr. Miller advised the board is a party to litigation and encouraged the board members not to respond to the other party in litigation directly. They should respond to Ken or himself and not to the other party. Mr. Miller also advised the Board not to engage in back in forth comments while this legal matter is pending.
- d. Chairman Mourdock made a minor correction to the report and said not all board members had received the letter from TracFone as he had not received the letter as the Chairman.

VII. Chairman Mourdock asked Mark Grady for his report on the Wireless Direct Project.

- a. Mr. Grady advised that in regard to the AT&T case, it was INdigital who requested an extension. There simply was not enough time to finish the rebuttal testimony as scheduled. The docket now has over 1000 pages of testimony. Mr. Grady also asked that the record show that Ms. Taber and Mr. Mahern had left the room. The Executive Director responded that it had been noted.

- b. Mark reported that in the Verizon complaint, Verizon and INdigital had settled the issue before the IURC, and had jointly moved to withdraw the complaint. INdigital had no problems to report with Verizon and they were working together on some ALI networking and database service improvement issues.
- c. Mr. Grady had no wireless carrier issues to report in regards to crossroads. All wireless carriers serving Indiana are providing phase 2 services in all PSAP service areas and believe this makes the largest geographic state to provide 100% Phase 2 to all PSAPS from all wireless carriers.
- d. Mr. Grady reported no open PSAP issues and no open PSAP requests for changes.
- e. In regards to the IN911 network services Mr. Grady had no issues to report. All PSAPS served by Embarq and Verizon have migrated to the IN911 network. There are no open districts or open ended circuits in the network.
- f. We have no ILEC issues to report except the pending matter with ATT. Progress is being made regarding the build out of the IN911 network to all PSAPS. There are now 75 counties and 81 PSAPS that receive service from the IN911 network, or will have a network presence of the IN911 network.
- g. The call graph shows 2 major spikes. One is from the flooding in southern Indiana around Memorial Day and the other is Hurricane Ike where severe flooding and wind damage and power outages were experienced. The network was tested and performed well and no issues were reported.
- h. Mr. Grady also reported that out of over 4 million calls only 279 trouble tickets have been opened. He provided a breakdown of the trouble reports, and noted that early on, many of these concerned routing issues with the wireless carriers. Those issues are now infrequently reported.
- i. One of NENA'S initiatives with regard to NG9-1-1 is the concept and development of ESI net. Mr. Grady reported that INdigital is working with the Indiana State Police IDACS (Indiana Data Access Communication System) to provide access to PSAPS. This will lower the cost to operate the network to the board as PSAPS are added and pay the monthly fee to use the network. Crawford County was the first to go on line with IDACS and they have had no issues to report.
- j. Mr. Grady also reported that INdigital is also working with JTAC (Joint Technology Advisory Committee) which is a unit of the Indiana Supreme Court. Service has started for several counties. The counties pay for the connection to the network. As we keep adding other public safety services and counties to the network, the cost to the board to operate the network is reduced.
- k. Earlier this year Mr. Grady reported that INdigital had a very productive meeting with OnStar. At this time he does not expect much movement forward in the new development of services because of the financial issues experienced by the automobile industry.

- l. Work with the adjacent states continues. Louisville is the beta test site. Louisville is making CPE upgrades, and when those are finished, INdigital will continue to work with the PSAP and their vendor. The network has been extended to the PSAP and is ready for service.
 - i. Chairman Mourdock asked if we are just working with Louisville or the complete county. Answer: Mr. Grady reported that Louisville Metro PD handles all 9-1-1 calls for the metro area, which covers about 2 counties.
- m. Mr. Grady reported that INdigital has developed a custom annoyance call routing service (CACR) to provide a solution for annoyance and nuisance 9-1-1 calls. INdigital, along with the IWAB, filed remarks in the FCC docket on this matter, and INdigital's system has been mentioned in the comments and filings of the other parties in the NPRM docket. If supported by the Board, INdigital now plans to reach out to the Wireless Carriers to make the underlying support for CACR service 'general availability'. INdigital advised the board that it intends to file a cost estimate for the development of the CACR service at such time that it is used and useful.
- n. Mr. Grady also reported that INdigital has been working with the Georgia Institute of Technology to develop a network platform for TDD and Instant message service that would be directly integrated into the IN911 network. The proposed method of deployment will allow each call taker the option (within operating policies of the PSAP) to use the advanced technologies by individual call taker choice. Grady also reported that INdigital would approach the board at a later date with the final development costs.
- o. The last item presented by Mr. Grady was the INdigital request to release \$116,833.05 of funds retained by the board for work completed by INdigital. This is for work already completed on the network and connections to PSAPS.
- p. Board member Brad Meixell asked Mr. Grady about the tandem to tandem project with ATT and Lake County.
 - i. Mr. Grady reported that INdigital had approached ATT in 2006 for tandem to tandem transfer. Both the IWAB (Signed by previous Board Chairman Treasurer Berry) and INdigital had submitted two separate Bona fide Requests for negotiation of the service as required under Section 251 of the FCC's final rules. INdigital hands off all of the wireless 9-1-1 calls to one of ATT 3 tandems using dedicated trunk groups.

INdigital approached AT&T for an alternate arrangement so that a PSAP that received the call could transfer it. This may be because it was misrouted or because of the movement of the caller. AT&T would pass the call the call back up stream to INdigital, and INdigital would then complete the transfer and route to the proper PSAP.

That arrangement worked in Lake County and Lake County still transfers calls. The problem became where Embarq or Verizon PSAP within the INdigital network had to transfer a call to an AT&T PSAP.

ATT required not only dedicated trunk groups, but also a special signaling protocol

known as CP CAT (Calling Party Category). To send a transfer call into the AT&T network, the call must have the CP-CAT signaling protocol to show it is a 9-1-1 call.

- ii. Mr. Grady reported that the switch manufacturer they use is Siemens/Nokia, and the manufacturer has removed the sale of this feature from the sales catalog and can no longer provide this feature. The feature is now classified as 'discontinued availability'. INdigital went to Siemens and asked what it would take to remake the feature. The cost quoted was very high. INdigital also had concerns that the Siemens software might not be compatible with the Lucent switch AT&T is using. There was also a concern that INdigital would purchase the discontinued product and could not return it if it would not work. The special development by Nokia/Siemens was to their understanding of the CP CAT standard, and "In the world of standards, everyone loves their own standards".
- iii. After investigating this path with Siemens, INdigital also went to Lucent/Alcatel to see if we could purchase the CP CAT Lucent software. It also is a discontinued item at Lucent. The price quoted to redevelop the software was just over \$1.75 million. Both options were cost prohibitive and not economically feasible as an alternative due to the uncertainty of manufacturer support and the likelihood of success.
- iv. The other option was for INdigital to develop its own special purpose switching platform and then create the type of CP CAT messaging AT&T requires. INdigital has been pursuing this but it has not been on the top of the priority list for development. The short answer is it has failed for technical reasons. This was a work around for a work around and has not gotten any further along. This is a unique signaling feature that is no longer manufactured and INdigital cannot purchase the feature at an affordable price from the switch manufacturers. So far, INdigital has not been able to recreate it ourselves. The independent development of custom software will also require cooperative implementation and testing with AT&T.

VIII. Chairman Mourdock wanted some clarification on the CACR annoyance platform. INdigital will be asking for reimbursement of development costs, as this is outside the scope of the original project. Also INdigital wants the backing of the board to begin implementation of the feature. We do not have an FCC order from the NPRM, but board can act on its own authority within Indiana. If the project is successful, used and useful, then INdigital will ask for reimbursement of costs.

- i. Chairman Mourdock asked the Board members if there is a need for the call annoyance service and if it is worthwhile to proceed. Chairman Mourdock acknowledged several nods to the affirmative. The Chairman then asked for a formal motion to allow INdigital to proceed in the development of the CACR product and work with the wireless carriers.
- ii. A motion was made by Harold Williams to direct INdigital to continue the development of the CACR service, and for the Board to provide its endorsement of the new service to the wireless carriers.
- iii. A second to the motion was made by Lori Forrer
- iv. The motion passed 7-0

IX. Chairman Mourdock then requested a motion concerning the payment of the \$116,833.05 retention amount.

- i. Brad Meixell made a motion to pay the \$116,833.05 being held in retention.
 - ii. A 2nd to the motion was made by Lori Forrer
 - iii. Motion passed 7-0
- X. Executive Director Lowden then asked Mr. Grady to report on the latest concerning the roll out of 511 on the toll Road.
 - i. Mr. Grady reported that INdigital is waiting on the Indiana Toll Road operator to bring about programming changes to their new IP telephone system. That will be happening very soon. INdigital has had 511 service in beta testing with one wireless carrier, and has been working with INDOT on other 511 matters. He explained that there were two purposes behind the project. One was the ability for PSAPs in the Indiana Toll Road (ITR) area to have a transfer point to the ITR service center. This would allow non-critical emergency calls to be transferred from the PSAP to the ITR. INdigital is close to establishing the connection, and will send an advisory to the PSAPs in the area of the ITR when it is complete.
- XI. The Chairman reported on legislative initiatives for 2009. As everyone knows there was an attempt in the last legislative session to move from a 2 system 9-1-1 fee to a single system of 9-1-1 fees and be progressive, but that was defeated by the legislature. He said it appears that we may see an increase of wireless devices during the economic slowdown of the economy. Many citizens will eliminate either the landline or wireless phone. Either way, it could bring about a reduction in 9-1-1 fees. Reduction in State tax revenues are a good indicator of the economy slowing. The Treasurer stated that he can confirm that is happening in Indiana.
 - i. Mr. Mourdock reported that with regard to 2009 legislation, he believed that more data was needed from the PSAPS. We have only had report data from 1 SBOA audit.
 - ii. Mr. Mourdock reported he felt we should wait until 2010 and obtain more PSAP data.
- XII. Chairman Mourdock then asked if anyone had anything else to report. Nothing being heard, he asked for a motion to adjourn.
 - i. Lori Forrer made a motion to adjourn and the second was by Cory Kihlstrom
 - ii. The motion passed 7-0 and the meeting was adjourned at 10:10 AM.

Approved July 24, 2009 Board Meeting